

Development Services 2004 Performance Report

Revised 5/20/05

Development Services is responsible for the review of preliminary plans for development projects such as land divisions, apartment complexes and commercial and industrial centers. The State of Washington and Clark County Code set out decision deadlines for the review of these development plans. The attached report provides a summary of Development Services Division's plan review performance for 2003 relative to these deadlines.

During 2004, Development Services met their county deadlines **99%** of the time. When Type I decisions issued by the Customer Service Division are added, overall Community Development met **83%** of their county deadlines. When compared to state performance standards, Community Development met **99%** of the deadlines.

The county maintains a permit tracking system known as Permit Plan. The data contained in this report is drawn from Permit Plan for the year 2003. The report is organized by type of review (i.e., Type I, II or III review, where the impacts are low for Type I reviews and high for Type III reviews), and includes a pre-application conference and fully complete review summary. This report includes the average time it takes to receive a decision by type of review. It also provides percentages on how often applicants request project holds and the average duration of those holds.

Our last performance reports were issued for the years 2002 and 2003, and were based upon data contain within the Permit Plan system. Prior to that, the last performance report was issued for the year 1998 and was based upon data contained within the Sierra tracking system. The Development Services Division will continue to issue performance reports annually.

If you have any questions about the report, or have suggestions that may help us improve our service, please contact Michael V. Butts, Development Services Manager at (360) 397-2375, Ext. 4137.

EXECUTIVE SUMMARY

Type I Review Decisions

County 21-day deadline:

Total 650 decisions with 503 or **77%** within deadline (Development Services Division = 297 decisions with 296 or **100%** within deadline; Customer Services Division = 353 decisions with 207 or **59%** within deadline)

State 120-day deadline:

650 decisions with 644 or **99%** within deadline

Type II Review Decisions

County 78-day deadline:

131 decisions with 129 or **98%** within deadline

State 120-day deadline:

131 decisions with 131 or **100%** within deadline

Type III Review Decisions

County 92-day deadline:

85 decisions with 83 or **98%** within deadline

State 120-day deadline

85 decisions with 84 or **99%** within deadline

Overall Performance

Development Services (DS): 513 decisions or 99% with 508 within county deadline

Customer Service (CS): 353 decisions with 207 or **59%** within county deadline

DS + CS = 866 decisions with 715 or **83%** within county deadline; 860 decisions with 644 or **9**

CLARK COUNTY DEVELOPMENT SERVICES DIVISION 2004 PERFORMANCE REPORT

TYPE 1 REVIEWS

Development Services Division:

- Total decisions issued: 297
- Decisions issued under 21 days: 296 or 100%
 - Average days to decision, with holds: 18
 - Average days to decision, without holds: 14
- Total holds placed on apps: 34
 - Average days on hold: 38
 - Range of days on hold: 1-326
- Range of days to decision: 1-339

Customer Service Division:

- Total decisions issued: 353
- Decisions issued under 21 days: 207 or 59%
 - Average days to decision, with holds: 28
 - Average days to decision, without holds: 25
- Total holds placed on apps: 48
 - Average days on hold: 23
 - Range of days on hold: 1-160
- Range of days to decision: 1-781

Total

- Total decisions issued: 650
- Decisions issued under 21 days: 503 or 77%
 - Average days to decision, with holds: 23
 - Average days to decision, without holds: 20
- Total holds placed on apps: 82
 - Average days on hold: 29
 - Range of days on hold: 1-326
- Range of days to decision: 1-781

Overall Performance – 100%

Average time to receive Type 1 Decision:

- 23 days, with holds
- 20 days, without holds

TYPE II REVIEWS

Development Services Division:

- Total decisions issued: 131
- Decisions issued under 78 days: 129 or 98%
 - Average days over deadline: 1
 - Range of days over deadline: 0-1
- Total holds placed on apps: 76 or 58%
 - Average days on hold: 17
 - Range of days on hold: 0-734

Overall Performance – 98%

Average time to receive decision after fully complete:

- 97 days, with holds
- 67 days, without holds

TYPE III REVIEWS

Development Services Division:

- Total decisions issued: 136
(85 permits, plus 51 associated)
- Hearings held under 78 days: 85 or 100%
 - Average days over deadline: 0
 - Range of days over deadline: 0
- Reports issued 15 days b/4 hearing: 78 or 99%
 - Average days over deadline: 1
 - Range of days over deadline: 0-1
- Decisions issued under 92 days: 83 or 98%
 - Average days over deadline: 3
 - Range of days over deadline: 2-3
- Total holds placed on apps: 41 or 58%
 - Average days on hold: 67
 - Range of days on hold: 0-364

Overall Performance – 99%

Average time to receive a Type III decision after fully complete:

- 111 days, with holds
- 81 days, without holds

PREAPP CONFERENCES

- Total conferences held: 256
- Conferences held under 28 days: 256 or 100%
 - Average days over deadline: 0
 - Range of days over deadline: 0
 - Average time to conference: 23 days
- Reports mailed under 7 days: 258 or 100%
 - Average days over deadline: 0
 - Range of days over deadline: 0
 - Average time to receive report: 6 days

Overall Performance – 100%

Average time for pre-app conference:

- 29 days

FULLY COMPLETE REVIEW

- Type II & III reviews: 278
 - Full complete: 178
 - Not fully complete: 100
- First determination issued < 21 days: 100%
 - Average: 20 days
 - Range: 3-21 days
- Second determination issued < 14 days: 100%

Determinations issued by review, FC & NFC

- First Review: 186
- Average days to decision: 20
 - Range of days to decision: 3-21
- Second Review: 80
- Average days on hold: 27
 - Range of days on hold: 1-332
- Third Review: 12
- Average days on hold: 24
 - Range of days on hold: 1-64

Overall Performance – 100%

Average time to receive FC determination:

- 55 days, with holds
- 33 days, without holds

STATE DEADLINES

The State requires the county to issue land use decisions within 120 days of an application becoming fully complete. However, applicants may request holds on their applications to submit revised or additional information required by county code.

- Total apps received in 2004: 1505
- Total decisions issued: 917
 - Type 1: 650
 - Type 2: 131
 - Type 3: 136
- Total holds requested: 199
 - Decisions issued BEFORE State deadline:
 - With holds: 812
 - Without holds: 861
 - Decisions issued AFTER State deadline:
 - With holds: 54
 - Without holds: 5

Overall State Performance – 99%